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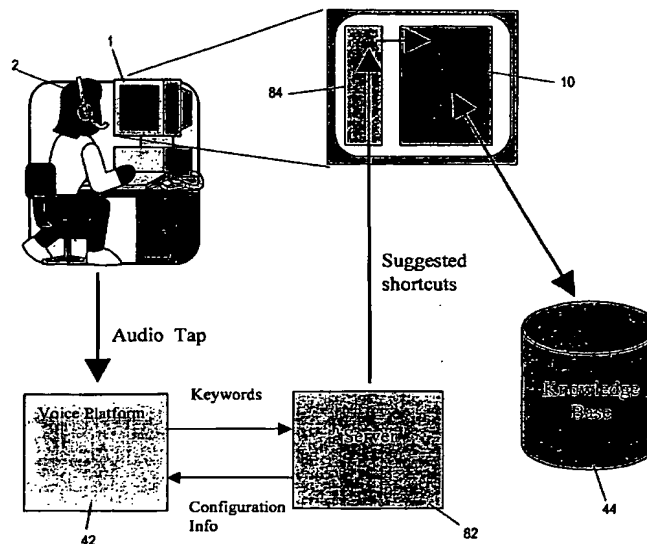


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(57) Abstract: The invention provides for a voice platform to monitor a conversation between a call centre agent and a caller to identify any predetermined keywords or phrases used in the conversation therebetween. These keywords or phrases can then be used to interface into an existing knowledge management system in order to allow information from the system to be pushed to the agent, thus improving agent efficiency. In a preferred embodiment additional processing is provided which generates an information item score based in the detected keywords or phrases, and those information items with the highest scores are then pushed to the agent, by displaying shortcuts to the information to the agent in the form of a shortcut tree.

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